



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
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From: Deputy Commandant, Installations and Logistics Department
To: Division Directors

Subj: INSTALLATIONS AND LOGISTICS (I&L) TASK TRACKING PROCEDURES

1. Purpose. To promulgate procedures for the consistent and standardized tracking of internally and externally generated tasks.

2. Background.

a. In November 2003 the Assistant Deputy Commandant (ADC) I&L noted a deficiency in our processes and ability to track internally and externally generated tasks. Subsequently, Logistics Support Operations (LSO), Logistics System Support (LSS), and Logistics Studies and Analysis (LX) were directed to propose a system to track the timely completion of action items. The ADC wanted a system that would interface with the external task tracking system already in use, operate on both secure and nonsecure tasks, provide status reports, and be accessible down to the Action Officer (AO) level. After a thorough review of several options the Marine Corps Administrative Tracking System (MCATS) was chosen as the task tracking system for I&L.

b. The MCATS system is currently the Headquarters Marine Corps standard for tracking inter-departmental tasks and is already being used by I&L to track action items originating outside of the department. Furthermore, the Director of Marine Corps Staff (DMCS) has mandated that all inter-departmental staff action items be entered into the MCATS tracking system and be routed from department-to-department at the departmental level. MCATS meets I&L's requirements by offering SIPR/NIPR tracking and is capable of tracking tasks to the AO level. Managers at all levels; the Department, Division, Branch, and Team, can configure the system to provide task completion status reports.

c. The following external taskers are tracked via other established tracking procedures and are exempt from this policy at this time pending further review.

- (1) Inquiry Response System (IRS)
- (2) Marine Corps Requirement Oversight Counsel (MROC)

3. Definition. The following guidance is given to delineate the difference between routine, day-to-day correspondence and tasks requiring MCATS tracking. Actions that include one or more of the following aspects will be entered into MCATS:

- The task requires some sort of deliverable product such as a position paper or brief when completed.
- The action must be accomplished by a given date.
- A departmental response is required.
- The task is an internal, L-level, request for information.

4. Action.

a. Tracking Externally Generated MCATS Tasks

(1) LSO. Externally generated tasks will enter and exit I&L via the departmental MCATS mailbox. LSO will review these actionable items to determine which Division has cognizance over the subject matter and then forward the action to the appropriate Division.

(2) Divisions. The Division will staff and work the task, which may include routine email correspondence between AO's. However, the current status of the task must be updated in MCATS each day. When all action at the division level and below is completed and the Division is ready to release their deliverable, they will return the completed task to the I&L departmental mailbox for release. This policy is not meant to imply the need for an L-level chop on all tasks. If appropriate, the Division will forward the task to the departmental mailbox for release "by direction".

b. Tracking Externally Generated Email Tasks

(1) Tasks From MCATS Users. Although DMCS guidance is that all tasks are to be inputted into the MCATS system and enter I&L through the front door, it is still the case that individual AOs receive email taskers directly from outside agencies. When this happens the individual must make a determination as to whether the requested action meets the definition of a task given in paragraph 3. If it does, in order to facilitate the quick turnaround of action, Divisions will immediately staff and begin working the task. Additionally, the recipient of the task will notify the sender that they must input the task into the MCATS system and forward it through the I&L mailbox. Once this is accomplished, the guidance of paragraph 4a applies.

(2) Tasks From Non-MCATS Users. Tasks received from non-MCATS users, and meeting the definition given in paragraph 3, will be entered into MCATS by the Division. The task will then be handled the same as other front door actions.

c. Tracking Internally Generated Email Tasks

(1) Front Office Initiated Tasks. Often actions are initiated through an email chain between the DC/ADC/EA and Division Directors and/or their Deputies or Operations Officers. In order to ensure expedient entry of these into MCATS, the front office will now directly enter into MCATS any tasks that originate therein.

(2) Division Initiated Tasks

(a) Internal Tasks. In the case where a task will be solely generated and accomplished within a Division, there is no requirement for the Division to input those actions into MCATS.

(b) Division-to-Division Tasks. If one Division requires a deliverable from another Division, the initiator will enter the task into MCATS and include the I&L departmental mailbox in the tracking chain.

(c) Division Taskers to Extra-Departmental Agencies. Whenever a Division requires a deliverable from an agency outside of I&L, the Division will enter that task into MCATS with the departmental mailbox included in the routing chain.

d. Tracking Tasks at the Division Level and Below

(1) Divisions. Divisions are encouraged to establish clear procedures for tracking the completion of both externally and internally generated tasks. They are free to use whatever system works best for them but at the very least, they will ensure the MCATS system is updated daily to show the current status of all tasks within their sphere of responsibility.

(2) LSO. LSO will provide MCATS training on a group or individual basis as requested by the Divisions.

(3) LSS. LSS coordinate with MCATS to facilitate any MCATS enhancements or training required by the Divisions.

e. Responding to Tasks. All taskers must be answered in electronic format via MCATS. In some cases this may require the Division, Branch, Team or AO to reduce supporting documents to electronic format by scanning them. These files will be attached as electronic documents within MCATS.


f. Compliance

(1) LSO. LSO will track all MCATS tasks, from the time of receipt by I&L, until the time the item is passed back out of the department. They will provide the Admin Officer with a daily status report, organized by Division, showing:

- Which items have been accomplished and closed out.
- Which tasks are still being worked.
- Those tasks that are in danger of being overdue.

(2) Admin Officer. The Admin Officer will review a daily report and will enforce timely completion of tasks by the Divisions or process requests for extension. He will notify the Executive Assistant in cases of non-compliance.

5. The point of contact is Stan Freeman, Admin Officer, LSO, (703) 695-8644.


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